

KEPRO is a rapidly growing national quality improvement and care management organization. We work to ensure that over 20 million people receive the right care, at the right time, in the right setting. KEPRO is seeking resumes for a highly experienced professional.

Summary:

KEPRO is seeking an Account Manager to support a select group of Employee Assistance Program (EAP) customers. The Account Manager position is the face to the customer and provides proactive support and guidance on our suite of services. This position ensures KEPRO is meeting the contractual needs of our customers and works collaboratively with operations to continually improve our customer experience.

Accountabilities:

- Manage the overall book of business assigned to you which includes monitoring contract deliverables
- Visibility and communication with customers per agreed up standards to ensure continued visibility of KEPRO and EAP services
- Project management related to deliverables and collaboration with Operational team
- Reporting and monitoring of utilization, ability to develop analysis and provide recommendations to customers
- Relationship building with customers, providers and operational team to ensure continued satisfaction
- Client retention and ability to identify opportunities for growth

The list of accountabilities is not intended to be all-inclusive and may be expanded to include other duties that management may deem necessary from time to time.

Qualifications:

- Minimum of a bachelor's degree
- Master's degree preferred

Knowledge, Skills, Abilities:

- Excellent organizational, verbal/written communications and interpersonal relationship skills essential.
- Ability to handle multiple projects and set priorities.
- Proficiency in Microsoft Office software applications.
- Ability to interact with various levels of personnel, both clinical and non-clinical.
- Knowledge and understanding of medications and medical terminology.